SEMESTER EXAMINATION DECEMBER 2025

Course Name: -B.TECH **Semester:- I**

Paper Name: -PROFESSIONAL COMMUNICATION **Paper Code:-NHS-101**

Time - 3 Hrs + 20 minutes per hour extra time for V.I. & examinees with writer. **Max Marks-70**

समय– 3 घण्टे + 20 मिनट प्रति घंटे अतिरिक्त–दृष्टिबाधित एवं सह लेखक परीक्षार्थियों के लिए। अधिकतम अंक–70

Instructions:

- The question paper consists of three sections namely A, B, C. All sections are compulsory.
- Section A- Each question carries **3 marks. All questions are compulsory.**
- Section B- Answer any **5 out of 7** given questions. Each question carries **7 marks.**
- Section C- Answer any **2 out of 3** given questions. Each question carries **10 marks.**

Section – A (खण्ड–अ)

Objective Questions(वस्तुनिष्ठ प्रश्न)

1. Answer all the following questions. **5x3 =15**

i) Interpersonal skills are also known as:

a) Hard Skills

b) Soft Skills

c) Feedback

d) Worthless

ii) What is the synonym of the word, "abhor"-

a) Hate

b) Achieve

c) Love

d) Receive

iii) Appendix contains _____.

a) questionnaires

b) Related charts and figures

c) Additional information

d) All of these

iv) Place the correct preposition in the following sentence-

I shall meet you _____ 6 o' clock.

a) By

b) At

c) In

d) During

v) The words like effect and result are-

a) Antonyms

b) Synonyms

c) Homophones

d) None

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Section – B (खण्ड–ब)
Short Answer Questions (लघुउत्तरीय प्रश्न)

2. Answer any five of the following questions. 5x7=35
निम्नलिखित में से किन्हीं पाँच प्रश्नों के उत्तर दें।

1) Explain the role of active listener in a conversation.
2) What is a word formation? Explain with examples along with the different process of word formation.
3) Define-
   a) Haptics
   b) Chronemics
4) What do you understand by Paragraph? Mention different methods of paragraph development with example.
5) Explain- (a) AIDA Principle (b) Modals
6) What is non-verbal communication? Mention its different types along with one example in detail.
7) Discuss any four differences between technical and general communication with one example each.

Section – C (खण्ड–स)
Descriptive Questions (विवरणात्मक प्रश्न)

3. Answer any two of the following question. 2x10=20
निम्नलिखित में से किन्हीं दो प्रश्नों के उत्तर दें।

i) (a) Read the following case and answer the question that follow:

When Suman joint ABCD bank in Delhi as a customer relationship manager (CRM), she was given the responsibility of catering to the bank needs of the customers of South Delhi branch. Her responsibilities included dealing with the retail customers and advising them on various banking and financial services offered by her bank besides expanding the customer base. Suman was working with another bank in South Delhi for last five years before joining ABCD.

Do Suman was familiar with her job responsibilities; she was not sure whether she would be able to address all the financial investment queries of her clients. Her apprehension is related to financial investments were mainly due to her lack of facing such situations in her earlier job. As a result, she was hesitating to meet clients coming with queries related to financial matters.

However, she was not conscious of the fact that she could not assault herself during a discussion. One day Avinash a client wanted some clarifications related to his term deposits. Suman explains the detail but Avinash was not satisfied with her explanations. He piled up questions after questions which made Suman nervous though she knew very well that she had given the required details. Consequently, Avinash left the bank dissatisfied and ~~Priti~~ Suman could easily understand his displeasure.

One day, Amit, the bank manager called her and asked her about her experience as CRMABCD bank. Again, Suman did not must her courage to inform him about her apprehensions in giving financial advice or assuring herself when a situation warranted. However, Amit prodded her to speak out about problems if she had any but Suman did not come out with her two problems.

Things became complex after a week when Amit called Suman and directly brought both the complaints he had received from two clients. Preeti cursed herself for not accepting her inability in the two situations mentioned above as she was new to the bank. Amit took a lenient view and excused her but want her of consequences if she was not willing to correct herself. In fact, he also

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offered to send her for training to be conducted in the near future so that she could improve herself in the requirements of a CRM.

Questions:

1. In your view, is Suman a confident person question? Justify your answer.
2. What do you mean by assertiveness? Please give an example from this case where assertiveness was expected from Suman.
3. Do you feel that Suman's problem will be solved by attending the workshop suggested by Amit? If so, how?
4. Was it necessary for Suman to accept her mistakes? If so, why?

(b) What is a Repot? Mention structure, parts and its different types.

ii) (a) What is a Letter? Mention different kinds of letters.

(b) You have seen added advertisement in an English newspaper for a job at Accenture, New Delhi. You decide to apply for the job. Write a letter to the manager, HR, of the company. In your letter – introduce yourself, explain what experience and special skills you have and the purpose of interest in the job.

iii) (a) Write a Precis of the following passage along with an appropriate title:-

The digital age has transformed information from a scarce resource into an overwhelming presence. Instant access to vast quantities of data has altered not only how people acquire knowledge but also how they think. The convenience of search engines and automated recommendations encourages rapid consumption rather than deep engagement. As a result, individuals often mistake exposure for understanding and retrieval for intelligence. This shift has profound implications for education, decision-making, and democratic discourse. When information is consumed in fragmented form, disconnected from context and critical evaluation, it loses its capacity to inform judgment. The constant influx of stimuli fragments attention, making sustained concentration increasingly difficult. Over time, this erosion of focus undermines analytical reasoning and reflective thought. The ability to synthesize ideas, evaluate evidence, and form independent conclusions is gradually replaced by dependence on external systems that prioritize popularity and speed over accuracy and depth.

Moreover, the algorithmic filtering of information reinforces existing beliefs, limiting exposure to diverse perspectives. This creates intellectual isolation rather than enlightenment, despite the illusion of being well-informed. Knowledge, which once demanded effort, patience, and discipline, is now treated as an instantly accessible commodity. Yet genuine understanding cannot be outsourced to technology; it requires deliberate engagement and intellectual struggle. The challenge of the modern age is not access to information, but the cultivation of wisdom. Without conscious effort to preserve critical thinking, society risks becoming informed but not enlightened, connected but not thoughtful, and efficient but intellectually fragile.

(b)What is Reading? Mention its different types with an example.

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UMAR NASEEM

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